



Wang Fei <feiw17568@gmail.com>

Membean

Jen Golden <support@membean.com>
Reply-To: Jen Golden <support@membean.com>
To: feiw17568@gmail.com

Thu, Jun 5, 2025 at 2:24 PM

Hello Fei,

We wanted to reach out because the Membean Support Team received a notification from the Better Business Bureau regarding a complaint you submitted recently.

After reviewing the details, we believe there may have been some confusion. Our company isn't connected in any way to the site Membeaner.com mentioned in your complaint. In fact, that site provides students with an ineffective tool they attempt to use for cheating while training, which undermines the integrity and proper use of our site.

There does appear to be a Support email listed at the bottom of that website's homepage, and we recommend reaching out to them directly for help resolving your issue.

Since the complaint was filed under Membean's name by mistake, we'd be grateful if you could remove it from our company's Better Business Bureau Listing to help clear up the mix-up. We are here if you need further assistance. Thank you!

Kind regards,

Jen
Customer Support Manager | Former English Teacher of 20 Years

